# Cisco IP Phone Cheat Sheet

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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Handset with indicator light</strong></td>
<td>Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message.</td>
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<tr>
<td><strong>LCD screen</strong></td>
<td>Displays features such as the time, date, phone number, caller ID, line/call status and soft key tabs.</td>
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<tr>
<td><strong>Cisco IP Phone model type</strong></td>
<td>Indicates Cisco IP Phone model.</td>
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<tr>
<td><strong>Line or speed dial button</strong></td>
<td>Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7962 has six line or speed dial buttons and the 7942 has two.</td>
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<tr>
<td><strong>Footstand adjustment</strong></td>
<td>Allows you to adjust the angle of the phone base.</td>
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<tr>
<td><strong>Directories button</strong></td>
<td>Provides access to call histories and directories.</td>
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<tr>
<td><strong>i button</strong></td>
<td>Displays help on LCD screen for a phone button or function.</td>
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<tr>
<td><strong>Settings button</strong></td>
<td>Provides access to phone settings such as contrast and ring sound, network configuration, and status information.</td>
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<tr>
<td><strong>Speaker button</strong></td>
<td>Toggles the speaker on or off.</td>
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<tr>
<td><strong>Mute button</strong></td>
<td>Toggles the mute on or off.</td>
<td></td>
</tr>
<tr>
<td><strong>Headset button</strong></td>
<td>Toggles the headset on or off.</td>
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</tr>
<tr>
<td><strong>Volume button</strong></td>
<td>Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.</td>
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<tr>
<td><strong>Services button</strong></td>
<td>Provides access to phone services (if available).</td>
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<tr>
<td><strong>Messages button</strong></td>
<td>Provides access to a message system (if available).</td>
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<tr>
<td><strong>Navigation button</strong></td>
<td>Enables you to scroll through text and select features displayed on the LCD screen.</td>
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<tr>
<td><strong>Dial pad</strong></td>
<td>Works exactly like the dial pad on a traditional telephone.</td>
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</tr>
<tr>
<td><strong>Soft keys</strong></td>
<td>Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft keys point to feature options displayed along the bottom of the LCD screen. Soft keys change depending on the status of the phone.</td>
<td></td>
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</table>
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## Accessing Online Help
Users have access to detailed online help for most phone keys and functions.  
- Press the ? button  
- Press any key to display online help for that key  
- Press the ? button twice to display information

## Additional Help
- Go to [http://www.cisco.com/comm/applications/CCNP/qclm/7961/index.htm](http://www.cisco.com/comm/applications/CCNP/qclm/7961/index.htm) for an online interactive tutorial

## Changing the Ringer Type
- Press the Settings button  
- Select User Preferences  
- Select Rings  
- Press the Select soft key  
- Press the Scroll key to view different ring types  
- Press Play soft key to hear ring types  
- Press Select and then OK soft key to choose ring.

## Changing the LCD Contrast
- Press the Settings button.  
- Select User Preferences  
- Select Contrast  
- Press the up or down softkey to set the desired intensity of the display.  
- Press the OK softkey to save.  
- Press the Exit softkey to exit.

## Adjusting the Handset, Speaker, Headset Volume
- While on a call, press the up or down volume button  
- Press the Save soft key

**Note:** the volume buttons adjust the volume for the active voice receiver.

## Adjusting the Ringer Volume
- Press the Volume key to hear a sample ring  
- Press the up or down Volume key to adjust volume

## Placing a Call
You can place a call with the Cisco IP Phone 7942/7962 in any of the following ways:  
- Lift the handset  
- Press a line button  
- Press the NewCall soft key then  
- Dial the number using 9 to get an outside line.

### To use a Headset
- Press HEADSET  
- Dial the number using 9 to get an outside line.

### To use the Speakerphone
- Press SPEAKER  
- Dial the number using 9 to get an outside line

## Redialing the Last Number Dialed
Redialing allows you to save a number you most recently dialed. You can redial the number by simply pressing the Redial soft key.  
- Lift the handset  
- Press the Redial soft key

## Answering a Call
When a call comes in, you can answer a call using one of the following, handset, headset, or speakerphone.

- Lift the Handset  
- Press HEADSET  
- Press the Line Button of the incoming call.  
- Press the Answer soft key  
- Press SPEAKER button.

### iDivert
- When your line rings, you may press the iDivert softkey to send the call directly to your voicemail.

## Placing a Call on Hold
While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

### To place a call on hold
- Press the Hold soft key.  
- To return to the call
  - Press the Resume soft key.  
  - Select the line button of the call on hold.

### Multiple calls on hold
- Select the Line button of the call on hold

## Transferring a Call
Transfer allows you to send a call to another extension.

### To perform a transfer:
- Press the Transfer soft key.  
- Dial the number to which you wish to transfer the call  
- Listen to ringing  
- Announce the caller  
- Press Transfer soft key again  
- Hang up

### If the party refuses the call
- Press the Resume soft key to return to the original call.

## Call Park
Call Park allows you to place a call on hold and allow anyone in the office to retrieve the call.

### To place a call on hold
- Answer the call.  
- Press the More soft key.  
- Select the Park soft key.  
- Note where call is parked (i.e. #5)

### To retrieve a parked call
- Press the Resume soft key.

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Call Park allows you to place a call on hold and allow anyone in the office to retrieve the call.

### To place a call on hold
- Answer the call.  
- Press the More soft key.  
- Select the Park soft key.  
- Note where call is parked (i.e. #5)

### To retrieve a parked call
Call Pickup
Call pickup allows you to answer phone calls either within your predefined pickup group.
- If you hear the phone ringing that you want to answer simply pick up the handset, select More, select PickUp, then the phone will start ringing on your handset, press Answer if you would like to answer the phone call.

Conference Calling
Conferencing a call allows up to 4 different people on one phone call.
- To confer, answer the call.
- Press the More soft key.
- Press Conf soft key.
- Type in who you want to conference (outside line 9) or extension.
- Then hit Conf to bring in all the users.
- Repeat process for multiple users to join in on conversation.

Viewing list of conference participants
- While on a conference call, select More, then press ConfLi and you will see a list of participants in the conference call.

Removing parties from Conference Call
- If you initiate the conference call you can remove certain parties, to complete this press More, then select ConfLi, then using the arrows scroll through the names.

When you are highlighted on the name you wish to remove select Remove

Creating a conference call when parties call you
- If you have two parties on the same line and wish to join them into a conference call select More, then select Join and select the two calls you wish to join into a conference.

Forwarding All Calls
Forward all Calls allow you to redirect all of calls to another phone.
- Press the CFwdAll soft key.
- Listen for two beeps.
- Enter the number to which you want to forward calls.
- Look for flashing right arrow to appear in upper-right corner of LCD (confirmation).
- Look for message on LCD with the number your calls are forwarded to.

To cancel forwarding of all calls
- Press the CFwdAll soft key.
- Listen for one beep.

Note: Flashing arrow should no longer appear in upper right corner.

Making Calls from a Corporate Directory
- Press the Directories button.
- Press the Select soft key to select Missed Calls (select Received Calls for received calls or Placed Calls for placed calls).
- Look at call history on LCD.
- Press EditDial soft key to prependicular the necessary “9” to return call.
- Press Exit soft key twice to exit Directory.

Using the Personal Address Book
- Press the Services button.
- Select Personal Directory.
- Select Personal Directory again.
- To search for an existing entry, enter the first name, last name, or nickname and press the Submit softkey.
- To add a new entry, simply press the Submit softkey.
- Press the Phones softkey to add the phone numbers for the new entry. Press the Submit softkey.
- Press the Exit softkey to exit.

Using the Personal FastDials
- Select Personal Fast Dials.
- Navigate to the FastDial number you wish to assign as a speed dial.
- Press the Select softkey.
- Press the Assign softkey.
- Enter a valid phone number and press the Update softkey.
- Press the Exit softkey when finished.

Setting Up Voice Mail
- Press Messages button.
- Default password is “12345#”.
- Follow the guided instructions.

Accessing Voice Mail
Inside Office – your phone
- Look for message waiting indicator on handset.
- Press the Messages button.
- Enter your password followed by the “#”.

Inside Office – other phone
- Press the Messages button.
- Press “*”.
- Enter your extension followed by the “#”.
- Enter your password followed by the “#”.

Outside Office
- Dial “your 7 digit office #” for accessing voicemail from the outside.
- When message begins, press “*”.
- Enter your extension followed by the “#”.
- Enter your password followed by the “#”.

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- Pick up the handset and type in the parked number (i.e. #2X #3X).

- Call Pickup
- Conference Calling
- Viewing list of conference participants
- Removing parties from Conference Call
- Viewing or Dialing Missed, Received, or Placed Calls
- Forwarding All Calls
- Making Calls from a Corporate Directory
- Using the Personal Address Book
- Using the Personal FastDials
- Setting Up Voice Mail
- Accessing Voice Mail
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